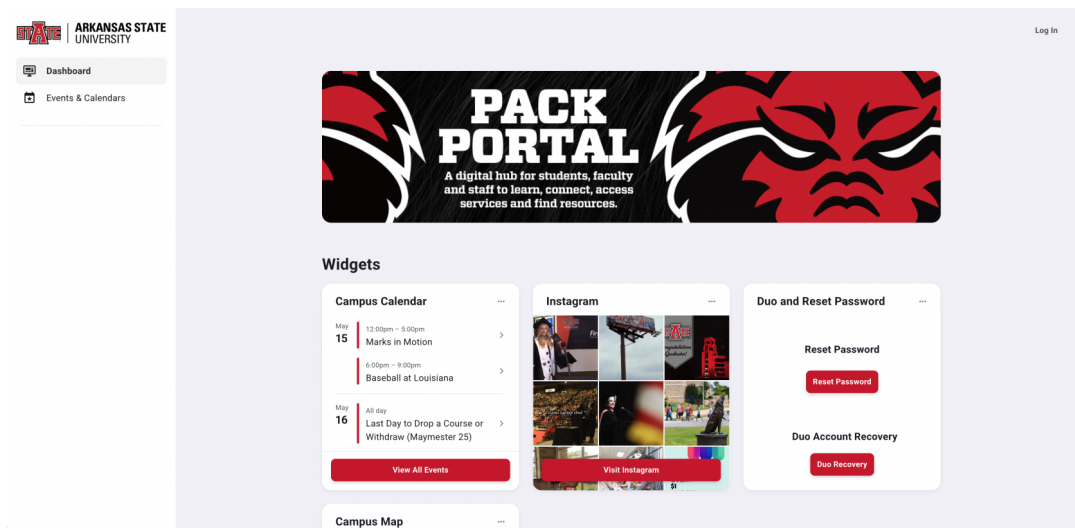


How to Access Tax Form

Students

1. Go to pack.astate.edu.



2. Click **Log In** on the top right corner of the screen.
3. Enter your full A-State email address and click **Next**.

A screenshot of the login form. At the top, there is a 'Login' header with a lock icon. Below it, a message states: 'In this login step, we are asking for your login id so that we may determine how to have you login. To skip this step in the future, you may check the 'Remember Me' checkbox.' The form includes a text input field labeled '* Username' with the placeholder text 'Username'. Below the input field is a checkbox labeled 'Remember Me'. To the right of the input field, there are three links: 'I forgot my password...', 'I need help...', and 'Documentation'. At the bottom right, there is a note '* Required Field'. A red 'Next' button is located at the bottom left of the form.

4. Enter your A-State password and click **Login**.

Login

Login with username and password

* Username

* Password

Password

☐ Remember Me

I forgot my password...

I need help...

Documentation

* Required Field

Login

5. Authenticate using the Microsoft Authenticator app on your mobile device.

Are you trying to sign in?

Arkansas State University - Jonesboro

Enter the number shown to sign in.

No, it's not me

Yes

Approve sign in request

 Open your Authenticator app and approve the request. Enter the number if prompted.

92
Example

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

6. Click **Banner 9** under **Tools** on the left.

Tools



Banner 9 ▼



Banner Student



Academics ►

7. Click **Banner Student**.

8. Enter your full A-State email address and current password and click **Sign In**.



Sign in to your account

Sign In

☐ Remember me on this computer

9. Authenticate using your mobile device.

Are you trying to sign in?

Arkansas State University - Jonesboro

Enter the number shown to sign in.

No, it's not me

Yes

Approve sign in request

-  Open your Authenticator app and approve the request. Enter the number if prompted.

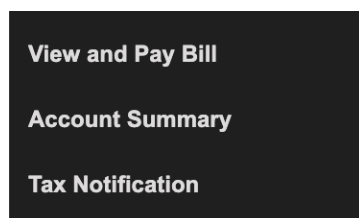
92
Example

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

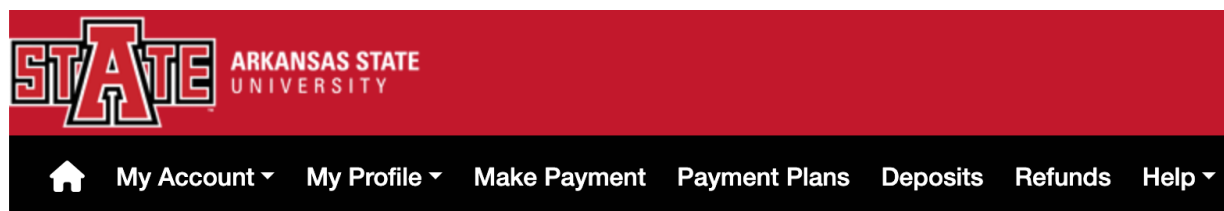
[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

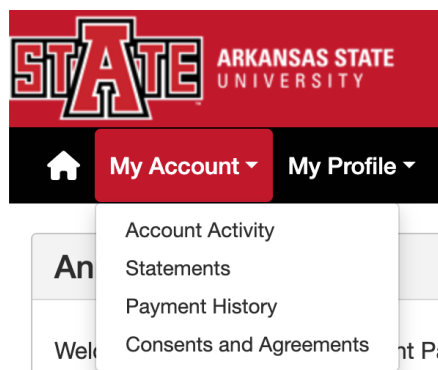
10. Click **View and Pay Bill**.



11. Click **My Account** in the top left of the screen.



12. Click **Statements**.



13. Click the **1098-T Tax Statements** tab.

Statements

 Click the button to view your current account balance and details.

Generate Real-Time Statement

Billing Statements

1098-T Tax Statements

Generated Statement History

14. Click the **View** button to the right of the tax year to download a PDF copy of the tax statement to your device.

Statements

 Click the button to view your current account balance and details.

Generate Real-Time Statement

Billing Statements

1098-T Tax Statements

Generated Statement History

1098-T Tax Statement

Tax Year	Action
2024	View
2023	View

Students can also contact 1098T@astate.edu for more assistance.

Employees

1. Go to pack.astate.edu.

 ARKANSAS STATE UNIVERSITY

Dashboard

Events & Calendars

PACK PORTAL

A digital hub for students, faculty and staff to learn, connect, access services and find resources.

Campus Calendar

May 15 12:00pm - 5:00pm Marks in Motion >

6:00pm - 9:00pm Baseball at Louisiana >

May 16 All day Last Day to Drop a Course or Withdraw (Maymester 25) >

View All Events

Instagram



Visit Instagram

Duo and Reset Password

Reset Password

Reset Password

Duo Account Recovery

Duo Recovery

Campus Map

2. Click **Log In** on the top right corner of the screen.

3. Enter your full A-State email address and click **Next**.

Login

Login

In this login step, we are asking for your login id so that we may determine how to have you login. To skip this step in the future, you may check the 'Remember Me' checkbox.

* Username

Username

☐ Remember Me

I forgot my password...

I need help...

Documentation

* Required Field

Next

4. Enter your A-State password and click **Login**.

Login

Login

Login with username and password

* Username

* Password

Password

☐ Remember Me

I forgot my password...

I need help...

Documentation

* Required Field

Login

5. Authenticate using your mobile device.

Are you trying to sign in?

Arkansas State University - Jonesboro

Enter the number shown to sign in.

No, it's not me

Yes

Approve sign in request

 Open your Authenticator app and approve the request. Enter the number if prompted.

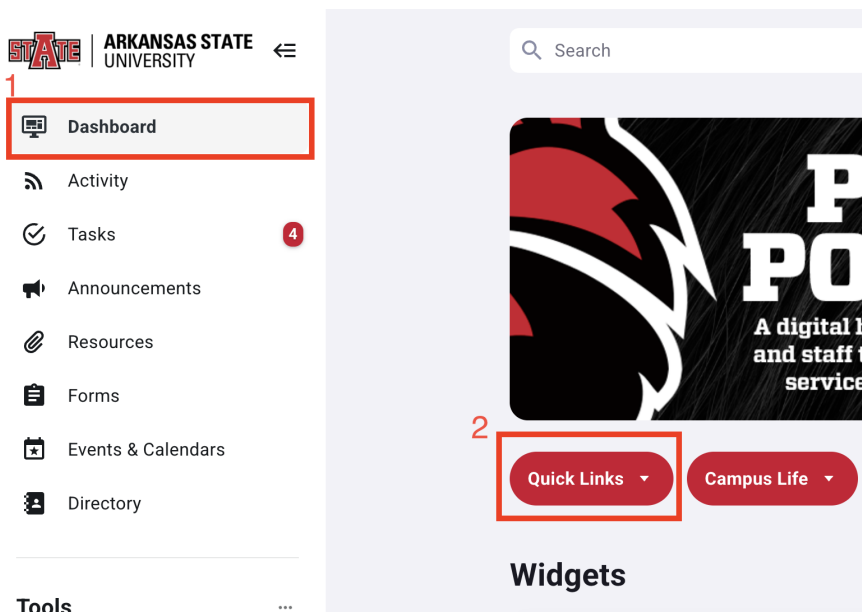
92
Example

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

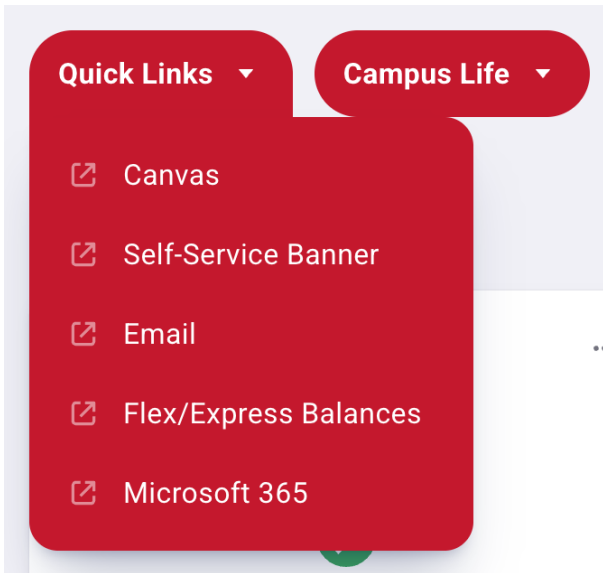
[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

6. On the Dashboard, click on **Quick Links**.



7. Click **Self-Service Banner**.



8. Enter your full A-State email address and current password and click **Sign In**.

A screenshot of the Arkansas State University (ASU) login page. At the top left is the ASU logo. Below it is a black horizontal bar. Underneath the bar is the heading 'Sign in to your account'. There are two input fields: 'Username' and 'Password'. To the right of the 'Password' field is a black 'Sign In' button. Below the input fields is a checkbox labeled 'Remember me on this computer'.

9. Authenticate using your mobile device.

A screenshot of a mobile authentication screen. The background is light gray. At the top, it asks 'Are you trying to sign in?' in bold black text. Below that, it says 'Arkansas State University - Jonesboro' in a smaller black font. Then, it prompts 'Enter the number shown to sign in.' in black text. Below the prompt is a white rectangular input field. At the bottom, there are two buttons: 'No, it's not me' in red text on a light gray background, and 'Yes' in blue text on a light gray background.

Approve sign in request

 Open your Authenticator app and approve the request. Enter the number if prompted.

92
Example

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

10. Click **Taxes**.

Benefits	^
Taxes	⌵
Job Summary	^

11. Click **W-2 Wage and Tax Statement**

Employees can contact Human Resources at hr@astate.edu or at 870-972-3454 for more assistance.

For more information, **Students** will need to contact the **Treasurer's Office** and **Employees** will need to contact **Human Resources**.

Revision #21

Created 2021-09-20 20:54:41 UTC by Test - Edit Perms

Updated 2026-08-12 20:31:52 UTC by Blake Hall